

A Message from Atlantic City Electric Regarding the Upcoming Winter Storm:

Dear Stakeholder:

We are actively monitoring a winter storm that is forecasted to bring accumulating snow and strong winds, with gusts approaching 55 mph, across portions of our service area Friday evening into Saturday. Accumulating snow combined with strong winds can cause damage to trees and tree limbs due to weight, which can damage our equipment resulting in power outages for customers.

We are prepared for this event and have enhanced our staffing plans to ensure necessary resources are available to respond for our customers. It is important to note that while Atlantic City Electric personnel will work around the clock until every customer is restored, at times high winds and blizzard conditions may affect our ability to use bucket trucks and respond to outages as we follow our protocols to ensure the safety of our crews.

Just like we prepare for damage that may occur, it's always a good idea for customers to prepare for any forecasted severe weather. Here's what you need to know:

- Always stay away from any storm damaged electrical equipment, especially downed power lines and tree limbs that may come into contact with power lines.
- Don't connect your generator directly to your home's wiring. Never use a generator indoors or in an attached garage. Read and adhere to the manufacturer's instructions for safe operation.
- To report an outage or downed wire, call 800-833-7476 or report and track through our mobile app or our website at atlanticcityelectric.com/storm.
- Customers also can text "Out" to 20661 to report their outage.
 - Customers must first text "ADD OUTAGE" to 20661 to sign up for this service.
- Customers also are encouraged to follow us on Facebook at facebook.com/atlanticcityelectric and on Twitter at twitter.com/aceleconnect to get the latest information from the company.
- Additional storm safety and preparedness tips can be found at atlanticcityelectric.com/storm.

While we are committed to restoring service safely and as quickly as possible for all customers, we have a heightened focus on restoring service first for hospitals, nursing homes, and other critical facilities. This follows our normal restoration process during a storm, which prioritizes addressing life-threatening, safety and health situations. We then work to repair equipment that will restore power to the greatest number of customers first. You can learn more about our restoration process [here](#).

Thank you.